Clause 6.2 - Objectives, Targets and Plans

**Purpose and Scope**

To define the processes for establishing measurable IMS objectives and targets, for establishing plans to achieve those objectives and targets and for periodically monitoring performance in achieving each objective and target.

**Associated Documents**

Mango Data

Management Review Minutes.

Objectives, Targets and Plans

**Procedure**

1. The company will establish measurable objectives and targets in relation to its IMS performance.
2. The established objectives and targets must be:
   1. Consistent with the applicable policies.
   2. Measurable.
   3. Monitored and updated.
   4. Effectively communicated to relevant parties.
3. When establishing, reviewing and updating measurable objectives and targets, consideration is to be given to:
   1. Health and safety hazards/risks.
   2. Significant environmental aspects and risks/opportunities.
   3. Significant business or quality risks/opportunities.
   4. Technological, financial and Operational and business requirements.
   5. Products and services provided to customers.
   6. The enhancement of customer satisfaction.
   7. Views of stakeholders.
   8. Legal and other requirements.
4. Once measurable objectives and targets have been established, plans for achieving those measurable objectives and targets are to be established.
5. Performance in achieving each measurable objective and target is to be periodically monitored during Management Review meetings.

*References:*

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| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 6.2 | 6.2 | 6.2 |